Computer Reservation Counters

3047. SHRI MURALIDHAR JENA : Will the Minister of RAILWAYS be pleased to state:

(a) whether the computer reservation couters at Bhubaneswar Railway Station are not adequate and some of them are not operative; and

(b) if so, the action taken/proposed to be taken to reduce hours long waiting for booking of tickets?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) No, Sir.

(b) Does not arise.

Gauge Conversion

3048. SHRI SANAT MEHTA : Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that tenders for conversion of metre gauge line from Wankaner to Navlakhi into broad gauge under BOLT scheme have been invited;

(b) if so, the progress made in the matter so far;

(c) the time by which the work is likely to be started; and

(d) the reasons for delay in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) Yes, Sir. Tenders have been invited under BOLT scheme for gauge conversion of Wankaner-Maliya Miyana section including the branch line from Dahinsara to Navlakhi.

(b) to (d). The offers received were examined by the duly constituted Tender Committee of the Western Railway, whose recommendations are now under consideration by the Ministry of Railways.

[Translation]

Complaints against Postal Services

3049. SHRI PRABHU DAYAL KATHERIA :
KUMARI UMA BHARATI :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the complaints against the Postal-service are increasing continuosly;

(b) if so, the number of complaints received during 1995-96 as compared to 1994-95;

(c) the steps taken by the Government in this regard;

(d) the action taken against those found guilty; and

(e) the steps proposed to be taken for expeditious disposal of the complaints?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) and (b). No, Sir. There has, however, been marginal increase in the number of complaints received which is quite negligible keeping in view the increase in traffic. The receipt of complaints and their comparison with the traffic handled during the years 1994-95 and 1995-96 is as under:

Year	Number of Complaints received	Total traffic handled (in millions)	percentage
1994-95	7,69,205	13,705	0.00561
1995-96	7,91,875	14,063	0.00563

(c) As an ongoing process, the following steps have been taken:

(i) periodic analysis of the complaints received is done to ascertain the complaints prone areas for taking remedial action;

(ii) Launching of periodic drives in a particular field of complaints where the receipt of complaints is high.

(iii) Close liaison is kept with the transport authorities like Indian Airlines, Railways and State Transpost.

(iv) Speedier modes of conveyance have been provided in Mumbai and Delhi for speedy delivery of mails;

(v) Dak Adalats are held for on the spot disposal of grievances.

(vi) The receipt and disposal of complaints is minitored closely.

(d) During the year 1995-96, 580 officials of different categories were punished.

(e) The following steps are already under way to further expedite disposal of complaints:

(i) Provision of PC based multi-purpose counters in all the inportant post offices in a phased manner.

(ii) Fixing time bound disposal of complaints

(iii) Introduction of centralised handling complaints in a phased manner in major cities.

(iv) Installation of Green Letter Boxes for expediting delivery of local mails.

(v) Introduction of speedier mode of services like Speed Post, Express Parcel Service Hybrid Mail, Satellite Money Orders etc

Hindi/English Magazines

3050. SHRI SUKH LAL KUSHWAHA Will the Minister of INFORMATION AND BROADCASTING be pleased to refer to the reply given to Unstarred Question No. 5549 on September 12, 1996 regarding Hindi/English magazines and state :

(a) whether the requisite information has since been collected;

(b) if so, the details thereof; and

(c) if not, the time by which it is likely to be collected?

THE MINISTER OF CIVIL AVIATION AND MINISTER OF INFORMATION AND BROADCASTING (SHRI C.M. IBRAHIM) : (a) and (b). Yes, Sir. Under the Press and Registration of Books Act, 1867, the office of the Registrar of Newspapers for India (RNI), under the Ministry of Information and Broadcasting is the depository of information pertaining to the Press in India. The office maintains essential particulars of all newspapers registered in the Country. As per RNI's records, 146 publications of various periodicity in English and 78 in Hindi have been registered with them in the name of various Government offices in Delhi. However, the annual statement in Form-II which the publications are required to submit to RNI does not contain details such as staff employed, various facilities provided for different editions, etc. Therefore, the information sought in parts (b) to (e) of USQ No. 5549 dated 12.9.96 is not compiled and maintained centrally by the Government.

The above information has also since been furnished to Ministry of Parliamentary Affairs in fulfilment of the assurance given in reply to the said USQ No. 5549 dated 12.9.96.

(c) Does not arise.

Restoration of Train Services

3051. SHRI RAM NAGINA MISHRA : Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that earlier a train used to ply upto Chhitauni but the same has now been discontinued;

(b) is so, the reasons for cancellation of trains upto Chhitauni and the time by which the said train service is likely to be restarted;

(c) whether the new railway station constructed about five kilometers away from Chhitauni and there are no roads and modes of conveyance available; and

(d) if so, the time by which facility of road link is likely to be provided?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) Yes, Sir.

(b) After the construction of Railway Bridge between Chhitauni and Bagaha, direct train services are available between Gorakhpur and Narkatiaganj through Paniyahwa station instead of Chhitauni. Chhitauni is now not connected with rail head.

(c) Paniyahwa station is 2.75 Kms. away from Chhitauni and parallel road facility is available.

(d) Does not arise.

Chittranjan Locomotive

3052. SHRI NAWAL KISHORE RAI :
SHRI NITISH KUMAR :

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is fact that electric locomotives are being manufactured in Chittranjan Locomotives;

(b) if so, the details of capacity and efficiency of electric locomotives being manufactured in the above Public Sector Undertaking;

(c) whether efforts have been made by this Undertaking to sell its product in international market;

(d) if so, the number of products, capacity-wise and efficiency-wise exported till date;

(e) the foreign exchange earned therefrom; and

(f) the annual average production capacity of this Undertaking?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) Yes, Sir.

(b)

Description of locos	Capacity	Approximate efficiency in % at 60/70 Kmph spead
WAG5	3900 HP	70
WAG7	5000 HP	80
WAP4	5000 HP	Not available

(c) to (e). The locomotives manufactured at CLW are of 1960 vintage technology which is obsolete in international market. The transfer of technology for manufacture of 3-phase GTO based thyristor locomotives is being acquired. Only after these locomotives are manufactured and proved entirely successful, their export may be considered, if surplus to Indian Railways requirements.

(f) The average annual production capacity is 130 locos and this is being augmented to 150 locos including the above type of locomotives.

[English]

Telephone Exchange of Namakal

3053. SHRI K. KANDASAMY : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Government proposed to vonvert Namakal telephone exchange into Electronic Exchange and to provide telephone connections to a large number of persons in the waiting list there;

(b) if so, the details thereof; and

(c) the progress made by the Government in this regard?